

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

February 25 - [City Council Meeting Agendas](#)

Looking Ahead

Monday, February 17: Presidents Day - City offices, Rec Center, WinTran, and courts closed

Tuesday, February 18: Economic Development Authority, Planning Commission, School Board budget meetings

Thursday, February 20: Tourism Board, Board of Architectural Review meetings

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- **LISTEN!** [NEW](#) [Rouss Review](#) podcast - Heart Month



Hear about hand-only CPR and Heart Month on this week's new episode of the City's Rouss Review podcast.

City Manager's Takeaways

Along with members of Council and the City's Senior Leadership Team, met with consultants completing study to develop Master Plan for the future of Winchester Fire and Rescue Department.



Public Safety

Winchester Police

- Hosted a guest speaker from the FBI.
- Attended CITAC and Drug Court meetings.
- Taught at the Basic Academy in Middletown.
- Met with Shieldware and Motorola to discuss Emergency Communications.
- Hosted ESCI consultant for Emergency Communications Center (ECC) assessment.
- Provided ECC presentation for Mountain View Christian Academy.
- Met with Communications to discuss conversion of department correspondence and forms to Spanish.
- Prepared for upcoming job fairs.
- Prepared for new event: Mocha Mondays with Chief Piper.
- Held training with Shenandoah University students regarding sexual assaults.
- Attended the February 14 EOC Senior Management Team planning meeting.
- Crime stats:
 - Crimes against persons (felony) - 7
 - Crimes against persons (misdemeanor) - 3
 - Burglaries (residential) - 20
 - Burglaries (commercial) - 0
 - Property crimes - 17

Winchester Fire and Rescue

- Received approval of burn building by Frederick County building inspector. Completed inspections with Virginia Department of Fire Programs Safety Officer with no issues.
- Conducted Hands-Only CPR public education event at the Apple Blossom Mall.
- Presented to the INSIGHT Citizen's Academy.
- Attended Fast Board Demonstration.
- Prepared for upcoming Officer I and recruit classes.
- Received 89 applications for firefighter entrance testing - only 35 people have confirmed to test on February 20.
- Facilitated ESCI site visits for the Fire & Rescue Department Study.
- Continued "temporary use" inspection with the Building Department for WATTS facilities.

Police Activity	#
Calls for Service	867
Directed Patrols	51
Directed Patrols (OTW)	6
Extra Patrols	203
Extra Patrols (OTW)	0
Alarms/False Alarms	11/11
Crash Reports	5
Traffic Citations	37
Traffic Warnings	71
DUI/DWI	1
BWC requests	-
Special Events Permits Received/ Approved	2/20 20 YTD

Fire Activity	Fire Activity
Fire	4
Overpressure	0
EMS/Rescue	93
Hazardous Cond.	4
Service Call	5
Mutual Aid Given	5
Good Intent	6
False Alarms	3
Special Incident	0
Plan Review	0
Reinspections	7
Inspections	16

Emergency Management

- Hosted the quarterly radio communications systems review with Motorola and Emergency Communications Center.
- Assisted Fire and Rescue with the new burn building inspection with the VA Department of Fire Programs.
- Met with the Fire and Rescue consultant for an information gathering session.
- Attended the monthly Social Services/Emergency Management meeting.
- Participated in a conference call with Virginia Department of Emergency Management concerning regional Closed Circuit TV (CCTV) initiatives. Met with Public Works and Facilities Maintenance to discuss CCTV opportunities.
- Conducted an Emergency Operations Center (EOC) Workshop with the City's Senior Leadership Team regarding emergency management program.
- Met with representatives from the local Amateur Radio Emergency Service (ARES) group for disaster-related radio communications.

Development Services

Planning

- Staffed the February 11 Council meeting where the Telecommunications Zoning Ordinance amendment was adopted and a small right-of-way vacation and conveyance request along Meadow Branch Avenue was presented for First Reading. Also, the Short-Term Rental CUP request on Virginia Ave was discussed and forwarded to public hearing with no recommendation either favorable or unfavorable. The CUP application for the dumpsters in the corner side yard of the Bellview Avenue apartment complex was withdrawn.
- Provided input to the consultant working on the Fire and Rescue Master Plan.
- Attended the February 14 EOC Senior Management Team meeting.
- Received from PHW hardbound copies of the recently reprinted "Winchester: Limestone, Sycamores and Architecture Book" for distribution to and use by City and County elected and appointed officials and staff. The 1977 original publication was reprinted mainly through a generous contribution from former Mayor Elizabeth Helm. It includes some updated information about historic resources in Winchester. PHW updated and re-released the book in honor of Winchester's 275th anniversary.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Economic and Workforce Development

- Participated in conference call with state partners and Virginia Economic Development Partnership to discuss site consultant visit in March.
- Attended Emergency Operation Center seminar with Senior Leadership Team.
- Held Loan Review Committee meeting to review application and discuss specifics with applicant.
- Continued working with development partners on the Kent/Piccadilly and Towers redevelopment sites.
- Met with prospective businesses and investors considering Winchester.

Arts and Vitality & Old Town

- Held successful 7th Annual Chocolate Escape event with over 45 businesses participating.
- Met with Shenandoah University regarding 2020 Farmers Market.
- Attended 2020 Old Town Events Press Conference.
- Coordinated with OTW website content manager to resolve software issues.
- Assisted 5 locals at the Old Town Welcome Center.
- Held Lunch & Learn event for local small businesses on social media marketing.
- Met with local arts community leaders to coordinate efforts for community arts.

Winchester/Frederick County Tourism

- Design continued all week on the 2020 Visitor Guide.
- Presented at the Chamber of Commerce board meeting to talk about what the Tourism Office's role is in the community.
- Held the monthly Tourism Board Finance Committee meeting, where we reviewed the monthly budget update and discussed revenue sources, specifically the duratran and Visitor Guide ads.
- Participated in a conference call with Tourism Economics, a national company that works with destinations to scientifically quantify visitor statistics and numbers. This is part of an ongoing effort to continue to improve tourism measurement tools to track efficiency and effectiveness of marketing and other efforts.
- Took part in a City Emergency Operations Center training with Senior Leadership Team.
- Continued advertising and planning for the upcoming [Agritourism Information Session](#) to be held on February 28.

Zoning and Inspections

- Completed:
 - 164 building permit inspections and issued 46 building permits (\$866,523)
 - 127 code enforcement inspections and initiated 25 new cases
 - 5 new business reviews (2 certificate of business, 3 certificate of home business)
 - 4 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=65)
- Significant projects:
 - 1360 L.P. Hill Dr. - new HVAC systems (\$110,000.00) and plumbing fixtures (\$150,000.00)
 - 1850 Apple Blossom Dr. - Chick-Fil-A remodel (\$235,000.00)
 - 300 Westminster Canterbury. Dr. - replace gas boilers (\$109,000.00)

Permit #	Type	Address	Description	Value
20 00000001	MECH	1360 L.P. HILL DR	NEW HVAC SYSTEMS	\$110,000
20 00000056	PLBG	625 S STEWART ST	REPLACE FIXTURES	\$2,500
20 10000028	PSPS	8 W CORK ST	(2) PORTABLE SIGNS	\$20
20 00000024	PLBG	25 W PICCADILLY ST	SEWER SERVICE	\$3,000
20 00000001	PLBG	1360 L.P. HILL DR	NEW FIXTURES	\$150,000
19 00004047	PLBG	501 N CAMERON ST	NEW FIXTURES	\$6,000
20 10000023	PSD1	15 N LOUDOUN ST	OUTDOOR DINING	\$85
20 00000224	SIGN	45 FEATHERBED LN	WALL MOUNTED SIGN	\$275
20 00000240	TTS	2249 VALOR DR	WATTS - FEB 15-22, 2020	\$0
20 00000241	PLBG	621 W JUBAL EARLY DR STE A	REPLACEMENT FIXTURES	\$900
20 00000198	BLDG	706 SMITHFIELD AVE	INSTALL PUSH PIERS TO STABILIZ	\$17,346
20 00000245	PLBG	343 SHENANDOAH AVE	EXPANSION TANK	\$180
20 00000242	RREM	303 BELLVIEW AVE	BASEMENT REMODEL	\$2,000
20 00000203	ELEC	727 S KENT ST	REMODEL 20-005	\$3,000
20 00000202	ELEC	725 S KENT ST	REMODEL 20-005	\$3,000
19 00003240	NRRM	1850 APPLE BLOSSOM DR F-129	TENANT SPACE IMPROVEMENTS	\$235,000
20 00000199	ELEC	300 WESTMINSTER CANT DR	UNDER CABINET LIGHTS	\$600
20 00000225	ELEC	2136 DOUGLAS ST	REPLACE SE CABLE	\$300
19 00004252	ELEC	15 PEYTON ST	REMODEL	\$3,000

Permit #	Type	Address	Description	Value
20 00000204	ELEC	523 FREMONT ST	ADD SUB PANEL	\$5,000
20 00000226	ELEC	1012 S KENT ST	BASEMENT REPAIRS	\$822
20 00000247	BLDG	633 FAIRVIEW AVE	REMOVE GARAGE DOOR, ADD WALL &	\$3,000
20 00000036	ELEC	1516 STONE HOUSE CT	FINISH BASEMENT	\$500
20 00000200	ELEC	721 S KENT ST	REMODEL 20-004	\$3,000
20 00000238	MECH	300 WESTMINSTER CANT DR	REPLACE GAS BOILERS	\$109,000
19 00004039	FALL	1320 L.P. HILL DR	UNDERGROUND FIRE LINE	\$30,000
20 00000193	ELEC	616 BUTLER AVE	REMODEL	\$850
19 00003556	ELEC	1411 S LOUDOUN ST	NEW DWELLING	\$6,300
20 00000009	ELEC	2136 DOUGLAS ST	REMODEL	\$650
20 00000205	ELEC	231 E PICCADILLY ST	RTU/CONDENSER	\$7,000
20 00000201	ELEC	723 S KENT ST	REMODEL 20-004	\$3,000
19 00004251	FALL	1360 L.P. HILL DR	UNDERGROUND FIRE LINE	\$30,000
20 00000262	NGAS	166 OMPS DR	A/C & FURNACE	\$0
19 00000604	BLDG	2335 WILSON BLVD	2 BRICK PILLARS W/ FOUNDATION	\$0
19 00003240	MECH	1850 APPLE BLOSSOM DR F-129	NEW A/C, RTU, FANS & HOODS	\$71,000
19 00000604	SIGN	2335 WILSON BLVD	1 FREESTANDING SIGN	\$7,250
20 00000227	PLBG	27 MORNINGSIDE DR	NEW FIXTURES	\$1,800
20 10000024	PSPS	111 S LOUDOUN ST	PORTABLE SIGN	\$10
20 00000259	PLBG	223 AMHERST ST	EXPANSION TANK	\$200
20 00000237	NRRM	2172 S PLEASANT VALLEY RD	REMOVE WALLS, ADD 1 WALL	\$13,500
19 00000605	SIGN	2240 WILSON BLVD	2 FREESTANDING SIGNS	\$14,500
19 00000605	BLDG	2240 WILSON BLVD	2 BRICK PILLARS W/ FOUNDATION	\$7,250
20 00000260	PLBG	305 AMHERST ST	EXPANSION TANK	\$200
20 10000024	PSD1	111 S LOUDOUN ST	OUTDOOR DINING	\$85
20 00000261	PLBG	117 N BRADDOCK ST	EXPANSION TANK	\$200
20 00000237	CHNG	2172 S PLEASANT VALLEY RD	BUSINESS TO MERCANTILE	\$0
20 00000262	MECH	166 OMPS DR	A/C & FURNACE	\$4,500

Permit #	Type	Address	Description	Value
20 00000227	RREM	27 MORNINGSIDE DR	KITCHEN REMODEL	\$5,000
20 00000271	ZSGN	1013 S LOUDOUN ST	REFACE OF EXISTING SIGN	\$500
19 00004298	BLDG	2832 VALLEY AVE	NEW INTERIOR WALL	\$4,200
Total: 50				\$866,523

Public Services

- Held final pre-construction meeting at Handley Library for the project to replace the HVAC system. Work will begin on Monday, February 17 and will take several months to complete.
- Held conference call with the Department of Historic Resources to discuss the Phase 1 archeological survey that must be completed before the repairs on the dam sidewalls at the City's water intake on the North Fork of the Shenandoah River can begin.
- Participated in the Emergency Operations Center workshop.
- Met with the consultant completing the Fire and Rescue study to provide input regarding interactions between Fire and Rescue and Public Services.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	443	7,286
Water service lines replaced (number)	0	368
Water meters replaced (number)	16	3,733
Sanitary sewer mains replaced/lined (linear feet)	0	6,438
Sanitary sewer laterals replaced (number)	1	103
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	520	38,832
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	0	Lane miles
	Potholes repaired	42	42	#
	Mowing	0	0	Acres
	Miles of streets swept	90.49	369.39	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	15	46	#
	Trees trimmed	366	381	#
	Stumps removed	3	26	#
Traffic	Street signs Installed/replaced	0	57	#
	Pavement markings repainted (City)	0	26	Linear feet
	Pavement markings repainted (contractor)	0	0	Linear feet
Refuse & Recycling	Refuse collected	126.78	776.76	Tons
	Recycling collected	25.90	176.65	Tons
	Large item pickups	6	19	#
Transit	Total passengers	2,719	13,854	#
	Revenue miles pick up/drop off	3,968	21,566	Miles
	Revenue hours pick up/drop off	374.67	2,033.24	Hours
Utility billing	Payments processed	2,020	9,640	#
	New bills mailed out	4,086	10,228	#
	Water services turned off (non-payment)	0	67	#
Water treatment plant	Average daily water demand	5.90	5.64	Million gallons/
	Peak daily water demand	6.26	6.26	day
Wastewater treatment plant	Average daily flow treated	9.34	7.76	Million gallons/
	Peak daily flow treated	15.81	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	3	#
	Water meters read	3,009	10,349	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	50	3,517	Linear feet
	After-hours call outs	4	24	#
Engineering	Site plans reviewed	4	27	#
	Floodplain permits issued	2	6	#
	Utility as-builts reviewed	1	3	#
	Right-of-way permits issued	10	37	#
	Land disturbance permits issued	0	0	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	24	131	#
	Erosion and sediment notices to comply	0	0	#

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Facilities Maintenance	Work requests completed	23	121	#
	Special events assistance	0	2	#
	Maintenance of pedestrian mall	29	175	Staff hours
Equipment maintenance	Total repairs completed	92	385	#
Winchester Parking Authority	Work requests completed	3	36	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	0	0	#
	New monthly rentals	10	28	#
	Monthly rental cancellations	0	8	#
	Total monthly leases in all autoparks	+10	1,162	#
	Available monthly spaces in all autoparks	-10	250	#
	Hourly parkers (all four garages)	2,885	14,467	#
	Park-Mobile transactions	881	4,524	#
	Meter violations	114	1,091	#

Support Services

Innovation & Information Services

- Completed test run for 2020 semi-annual bills with Commissioner of Revenue and Treasurer offices.
- Continued design effort on enhancements to personal property system.
- Completed firewall security policy review and corrections.
- Completed VLAN Changes for public works and transit.
- Continued testing of Creamery building network expansion.
- Created and tested process for exporting address points and road centerline data out into format for NG911.
- Updated GeoCom server with new data.
- Completed Pictometry data layer for dataset which will be incorporated into PubWrks. Updated necessary web services.
- Added "News Release" section to [Spotted Lanternfly Hub site](#).

Help Desk Requests	Count	Closed
Account Management	9	12
Applications	16	26
GIS	2	4
Hardware	15	21
Information Only	3	5
Infrastructure	14	13
No Action Required	2	3
Not Assigned	27	0
Procurement/Disposal	2	1
Reporting	0	0
Research	0	0
Total	90	85

Social Services

- Received 60 Benefit Program applications: 26 SNAP, 18 Medicaid, 4 TANF, 1 VIEW, 5 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 6 Home Energy Assistance Program
- Provided case management to: 3,872 Medicaid cases, 1,489 SNAP cases, 60 TANF cases, 19 Auxiliary Grant cases, 24 individuals receive VIEW services, 56 families/98 children receive Child Care Subsidy Assistance, 329 Home Energy Assistance Program cases.
- Prepared for the onsite Child and Family Services Review (CFSR), which was conducted by the Virginia Department of Social Services February 12-13, 2020. The goal of the CFSR is to: (1) ensure conformity with federal child welfare requirements, (2) determine what is actually happening to children and families as they are engaged in child welfare services, and (3) assist local departments of social services in enhancing their capacity to help children and families achieve positive outcomes.
- Attended various webinars and trainings:
 - Family Centered Assessment in Child Welfare
 - The Effects of Abuse and Neglect on Child and Adolescent Development
 - Causes and Conditions of Childhood Trauma
 - SNAP Employment & Training for Supervisors and Self-Sufficiency Workers
 - Met with new and existing Frederick County Benefit and Admin Supervisors to discuss common goals and priorities between localities.

Weekly Activity	#
Clients walk-ins/drop-offs	221/146
Child Protective Service referrals/case management load	7/45
Placed "on notice" for foster care entry by JDRC	8
Children in/entered/exited foster care	52/2/2
Adoption subsidy cases/adoptions finalized	45/2
Benefit program fraud & overpayment referrals/investigations/recoupment claims	1/5/97
CPS family assessments & investigations of alleged maltreatment	59
Family Service intakes/case management load	11/8
Adult Protective Service referrals/investigations/intakes	7/13/3
Adult services case management load	9
Adult guardianships/cases	2/79
Uniform Assessment Instrument screenings	1
Interstate Compact on the Placement of Children (ICPC) case management	3

Communications

- Distributed the February 12, 2020 CitE-News issue. [View](#)
- Handled 3 media requests for City information and staff interviews; 4 inquiries for WPD.
- Completed draft of the 2019 annual report. Revisions and printing begin next week.
- Produced episode 3 (season 2) of the [Rouss Review Podcast](#) that features WFRD Lt. Drew DeHaven as main guest and discusses the importance of learning hands-only CPR. Other segments include: Council meeting recap, Winchester 101, Now U Know and upcoming events/activities.
- Met with the Police Department to discuss Spanish language translation of community event graphics, social media posts, and program applications.
- Attended and filmed the Fire & Rescue Department's public input session with ESCI.
- Held INSIGHT Citizen's Academy at the Shawnee fire station.
- Met with ESCI to give feedback in for fire and rescue study.
- Attended and filmed the Fire Department's Heart Month hands-only CPR event at the Apple Blossom Mall. Created a recap video. [Watch](#)
- Created the waveform video for the Winchester 101 podcast segment to be released Presidents Day. Topic: U.S. presidents who have visited Winchester.
- Worked on WPD Defrost podcast promotions.
- Attended Emergency Operations Center (EOC) workshop with Senior Leadership Team.
- Trained WFRD staff on FOIA.
- Scheduled February 11 Council meetings to replay on Comcast ch. 6 on Tuesday at 6 pm. Experienced technical difficulties during the meeting and the replay was delayed.

311 Requests Received	#
FOIA	7
New Recycling Bin	2
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	-
Stormwater Drainage Issue	-
Pothole	1
Street Light Out	-
Tall Grass	-
Water/Sewer Service	-
Citibot	-
Total/YTD	10/59

Date	City Press Releases/Related Press Releases
2/11	City to observe Presidents Day for the first time - read
2/11	Fire and Rescue survey available until February 17, 2020 - read
2/12	New neighborhood park named in honor of local business owners - read

Date	Articles in <i>The Winchester Star</i>
2/8	Open Forum: Not comfortable with HDP's plan
	Lynx working with BAR on Cameron Square designs
	Marketing firm completes plan to increase valley job opportunities
2/10	Familiar feeling (photo: Officer Ray Rice)
2/11	Councilor seeks to erase arrest record
	Crossover Boulevard bridge beams in place
2/12	Sources challenge account of fire chief's absence
2/13	Council forwards election schedule for city School Board
	Winchester Schools change hiring processes
	Council cool to investigation of city manager
	Old Town spells out entertainment events for the coming year
2/14	Price for City Yards construction higher than expected